

**GOVERNMENT OF ANDHRA PRADESH**  
**ABSTRACT**

PUBLIC SERVICES – Outsourcing of Supporting Services in the Departments of Secretariat and its Heads of Departments at Hyderabad – Creation of Grievance Cell to facilitate receiving of complaints – Orders – Issued.

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**GENERAL ADMINISTRATION (SU.IV) DEPARTMENT**

**G.O. Rt. No. 125**

**Dated : 06-01-2009.**

**Read the following:-**

1. G.O.Rt.No.2501, Fin. (SMPC) Dept., dated 13-07-2006.
2. G.O. Rt.No.4459, Fin. (SMPC) Dept. dated 27-12-2006.
3. G.O.Rt.No.815, GA (Ser.A) Dept. dated 13-02-2007.
4. Circular Memo No.8999-A/319/A2/SMPC/2007, Fin. (SMPC) Dept., dated 21-04-2007.
5. G.O. Rt.No. 3969, GA (SU.IV) Dept., dated 09-07-2007.
6. Circular Memo No.17944/668/A2/SMPC/2007, Fin. (SMPC) Dept., dated 06-10-2007.
7. G.O. Rt.No.4271, Fin. (SMPC) Dept., dated 01-11-2008.

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**ORDER:**

In the G. O. 2<sup>nd</sup> read above, Government in Finance (SMPC) Department have issued certain guidelines for outsourcing of the supporting services in all the Government Departments of Secretariat, Heads of Departments and Sub-Offices at District level.

2. In the G.O. 3<sup>rd</sup> read above, orders were issued by General Administration (Ser.A) Department decentralizing the outsourcing of services to individual departments besides operational guidelines of Outsourcing services.

3. In the G.O. 5<sup>th</sup> read above, orders were issued nominating the G.A.(SU.IV) Department under the control of Secretary to Government (Ser.) as 'Nodal Agency' for all the Offices at Hyderabad including all the Departments in Secretariat excluding those Offices which are the District Level Offices and for which the Collector, Hyderabad is the Nodal Agency.

4. In the G.O. 7<sup>th</sup> read above, Government in Finance (SMPC) Department have issued Comprehensive Guidelines on Outsourcing of certain services in Government Departments. As ordered in para IV (iii) of the above guidelines, a "Grievance Cell" is hereby Constituted in GA (SU.IV) Department and the Asst. Secretary to Govt. (SU II) was nominated as Incharge of Grievance Cell to receive the complaints from the Outsourcing persons and to examine the complaints received against any violation of instructions issued by Government or any malpractices by the Outsourcing Agencies in the Departments of Secretariat and its Heads of Departments at Hyderabad and bring to the notice of the Secretary (Ser. & HRM) through the DS (SU) for recommending their cases for blacklisting the Agencies against whom such complaints are found to be true.

(Contd.....2)

5. The Asst. Secretary to Govt. (SU II), Incharge of "Grievance Cell" is directed:

- (i) to receive the complaints from the Outsourcing persons and to examine the complaints received against any violation of instructions issued by Government or any malpractices by the Outsourcing Agencies in the Departments of Secretariat and its Heads of Departments at Hyderabad;
- (ii) to submit his report on the complaints received to the Secretary to Govt. (Ser. & HRM) thro' the Dy. Secretary to Govt. (SU) examine them for recommending their cases for blacklisting the Agencies against whom such complaints are found to be true;
- (iii) to maintain a Register of Complaints received and
- (iv) to submit a Monthly Report on the complaints received to the Secretary to Govt. (Ser. & HRM) and Prl. Finance Secretary (R&E), Finance Department.

6. The designation, address and Phone Numbers of the Officer Incharge of above Grievance Cell are as follows:

<b>Assistant Secretary to Govt. (SU.II)</b>	<b>]</b>	<b>Phone Nos.</b>
<b>General Administration Department</b>	<b>]</b>	<b>040 - 23450111</b>
<b>Room No. 301, 'B' Block,</b>		<b>Ext. 2223</b>
<b>A.P. Secretariat, Hyderabad</b>	<b>]</b>	<b>9912022236 (Cell)</b>

**(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)**

**S.BALASUBRAMANYAM**  
**SECRETARY TO GOVERNMENT (SER & HRM)**

To  
All the Departments of Secretariat  
All the Heads of Departments.  
The Finance (SMPC) Department.  
The Law Department  
The Director of Treasuries and Accounts, A.P., Hyderabad.  
The Pay and Accounts Officer, A.P., Hyderabad.  
The Dy. Pay and Accounts Officer, Secretariat Branch, Hyd.  
Copy to:P.S. to Secy. (Ser. & HRM).  
SF/SC.

**// FORWARDED BY ORDER //**

**SECTION OFFICER**